

De-Escalation Skills Training Test

Instructions: Please circle the answer to each question on the attached Answer Sheet. Twenty correct answers (80%) are required to pass this course. Once you have completed the test, turn into your manager.

1. The Underlying cause of escalation is:
 - a. Location
 - b. Feeling secure
 - c. Feeling unsafe
 - d. All of the above
 - e. None of the above

2. The four Pillars of Companionship are:
 - a. Safe
 - b. Loved
 - c. Loving
 - d. Engaged
 - e. All of the above

3. Escalation can be defined as a decrease in the level of conflict.
 - a. True
 - b. False

4. When drugs are involved in conflict, the type of drug will have an effect on the level of risk.
 - a. True
 - b. False

5. What is not a cause of escalation?
 - a. The helper engages in a power struggle
 - b. The helper shows a genuine concern for the person
 - c. The helper's own issues become involved
 - d. The helper refuses to listen to the person
 - e. The helper threatens the person

6. Early signs of Escalation are:
 - a. Relaxed facial expression
 - b. Organized behaviors
 - c. Excellent concentration
 - d. Consistent baseline behavior
 - e. None of the above

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7. Signs of Imminent Danger are:
 - a. Face is pale and flushed
 - b. Eyebrows drop to cover eyes
 - c. Rapid breathing
 - d. Clenched fists
 - e. All of the above

8. Awareness and assessment...
 - a. Increases the level of conflict.
 - b. Prevents the helper from listening to the person.
 - c. Helps with our own ability to control our emotional response.
 - d. Creates a barrier to empathy.
 - e. None of the above

9. Cultural and language differences can create a positive reaction while attempting to de-escalate someone.
 - a. True
 - b. False

10. Increased heart rate, nervous laughter, sweaty palms, increase in adrenaline are examples of:
 - a. Physiological reactions
 - b. Cardiovascular workout
 - c. Deep meditation
 - d. All of the above
 - e. None of the above

11. You can de-escalate yourself by:
 - a. Positive self-talk
 - b. Breathing
 - c. Relaxing your muscles
 - d. All of the above
 - e. None of the above

12. The risk factors for violence are:
 - a. Past history of violence
 - b. Youth and violence
 - c. Rural lifestyle
 - d. All of the above
 - e. None of the above

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13. Do not remain at the same eye level as the person. If the person sits, remain standing to create the illusion of control.
- True
 - False
14. Attending, Following, and Reflecting are the three main skills of:
- Navigation
 - Personal care
 - Listening
 - All of the above
 - None of the above
15. To be an empathic listener you need to:
- Listen to what the person is really saying
 - Validate the person's feelings
 - Clarify the message
 - All of the above
 - a and c
16. Which of the following is NOT a communication barrier?
- Pre-judging
 - Criticizing
 - Arguing
 - Paraphrasing
 - None of the above
17. When attempting to de-escalate you should:
- Decrease demands
 - Gain instructional control
 - Increase praise
 - All of the above
 - a and c
18. It is always better to Request and Suggest than Command and Demand.
- True
 - False

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19. Which of the following is a de-escalation technique?
- Redirect attention
 - Feedback
 - Align yourself with the person
 - Change the immediate environment
 - All of the above
20. Humor is a powerful tension reducer, it decreases stress, encourages bonding, and should be used with the person showing imminent danger signs.
- True
 - False
21. Which of the following is a positive and helpful statement?
- “You must sit down now.”
 - “Please tell me more so I can understand how to help you.”
 - “If you don’t do as I say, I will call the police.”
 - None of the above
 - All of the above
22. To communicate clearly you should:
- Explain your intentions and convey your expectations clearly.
 - Make requests simple and specific.
 - Repeat the person’s name several times, over and over.
 - Be an active and reflective listener.
 - a, b and d
23. Asking someone to sit down lowers general arousal and decreases aggression.
- True
 - False
24. We should always be respectful even when firmly setting limits. The agitated individual is very sensitive to feeling ashamed and disrespected. We want that person to know it is not necessary to show us they should be respected. We automatically treat everyone with dignity and respect.
- True
 - False



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25. People are doing the best they can to get their needs met. We need to show the person with our actions and our words that we want to meet their needs.
- a. True
 - b. False



Training Unit
Answer Sheet

Name: _____ Signature: _____

Agency: _____ Work Location: _____

Date: _____

- Course (Circle one):**
- | | |
|---|---------------------------------|
| Blood Borne Pathogens/Infection Control | Cultural Competency & Diversity |
| HIPAA Privacy & Security | Environmental Safety |
| Person Centered Planning | De-Escalation Skills |
| Corporate Compliance | Limited English Proficiency |
| Recipient Rights | Trauma Informed Care |
| | Appeals and Grievances |

I attest, by filling out below, that I have reviewed the content for the circled course above and have completed the test to the best of my ability.

Once you have completed the test, turn into your manager.

Choose the one best answer for each question. Mark your answer below by circling the appropriate letter for each question.

- | | | | | | | | | | | | |
|----|---|---|---|---|---|----|---|---|---|---|---|
| 1 | A | B | C | D | E | 14 | A | B | C | D | E |
| 2 | A | B | C | D | E | 15 | A | B | C | D | E |
| 3 | A | B | C | D | E | 16 | A | B | C | D | E |
| 4 | A | B | C | D | E | 17 | A | B | C | D | E |
| 5 | A | B | C | D | E | 18 | A | B | C | D | E |
| 6 | A | B | C | D | E | 19 | A | B | C | D | E |
| 7 | A | B | C | D | E | 20 | A | B | C | D | E |
| 8 | A | B | C | D | E | 21 | A | B | C | D | E |
| 9 | A | B | C | D | E | 22 | A | B | C | D | E |
| 10 | A | B | C | D | E | 23 | A | B | C | D | E |
| 11 | A | B | C | D | E | 24 | A | B | C | D | E |
| 12 | A | B | C | D | E | 25 | A | B | C | D | E |
| 13 | A | B | C | D | E | | | | | | |

Instruction for Manager: If CLS or B-Contract, grade and keep for your own records. Records will be reviewed during site visits. If A-Contract, send completed (ungraded) answer sheet to the Training Unit.

Grade*: _____ out of _____ *must equal 80% or above to pass **Manager Initials** _____